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Sent: Tuesday, March 10, 2026 10:09 AM
To: DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV <DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV>
Subject: Central Registry Fee Increase Update

The attached file is being sent to children's residential facilities, child placing agencies and child caring institutions from the Virginia Department of Social Services Email Distribution Service.

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NOTE:

"You are receiving this update on behalf of the Office of Background Investigations (OBI). Please direct any questions to the following contacts for Central Registry inquiries, email crs_operations@dss.virginia.gov; for Central Background (fingerprint) inquiries, email backgrounds@dss.virginia.gov.



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Commonwealth of Virginia
Department of Social Services

TO: All Office of Background Investigation Providers

FROM: Kristen Eckstein, Program Manager, Office of Background Investigations

DATE: March 09, 2026

RE: Central Registry Fee Increase – Important Update

The Office of Background Investigations (OBI) has implemented all changes and updates for the Central Registry Search (CRS) fee increase. Fee changes were announced on December 2, 2025, and effective January 1, 2026. **Effective immediately, OBI will no longer accept CRS requests submitted with an incorrect fee amount or an unapproved payment type for any reason.**

The OBI Provider Portal remains the preferred method for submitting CRS requests. For registration and submission guidance, please visit the [OBI Resources and Information Home](#)

All Central Registry Search requests sent to OBI must include a payment of \$12 for each request. Split payments in any form (for example, combining multiple checks or money orders to reach the \$12 fee) will not be accepted.

Accepted payment types:

- Business checks
- Money orders
- Cashier's checks
- eCheck and Credit Card (accepted through OBI Portal only)

All Central Registry Search requests and payments that include an incorrect payment amount will be returned to the requestor.

Please feel free to contact OBI at (804)726-7549 or via email at crs_operations@dss.virginia.gov if you have any questions or concerns.